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To: All Providers and Vendors

RE: System Maintenance

Total System Outage:

There will be no claims and eligibility processing or system access by any method during the planned system maintenance.

When: Saturday, July 12, 2008 beginning at 11:00 PM CDT
To
Sunday, July 13, 2008 at 7:00 AM CDT

Partial System Outage:

Interactive claims processing will not be available during is partial system outage time (Web Portal or Interactive Pharmacy claims). Claims batches will be accepted, but the claims will not be processed until the claims processing is restored. Eligibility inquiries will be processed during this time.

When: Sunday, July 13, 2008 beginning at 7:01 AM CDT
To
Sunday, July 13, 2008 at 10:59 AM CDT

AND

Sunday, July 13, 2008 beginning at 6:00 PM CDT
To
Sunday, July 13, 2008 at 10:00 PM CDT

No outage:

To allow providers the peak time for claims activity, there will be no outage during the following time:

When: Sunday, July 13, 2008 beginning at 11:00 AM CDT
To
Sunday, July 13, 2008 at 5:59 PM CDT

July 10, 2008